CWIN

Critical infrastructure Warning Information Network

A National Security and Emergency Preparedness (NS/EP) Support Program of the National Communications System 2003 Vol. I, No. 1

In This Issue

Welcome to CWIN!

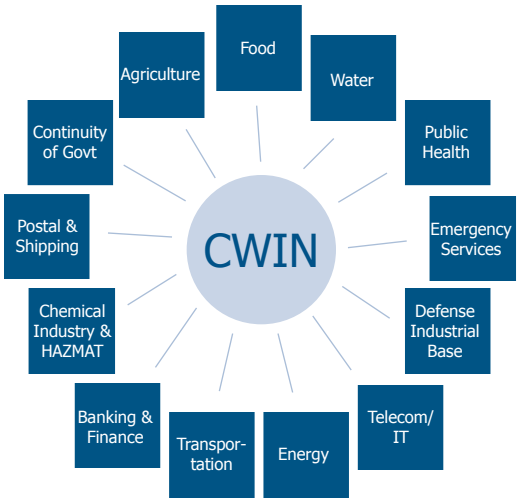
Background:

The Critical infrastructure Warning Information Network (CWIN) provides connectivity to Government and industry participants. It is engineered to provide a reliable and survivable network capability, and, as such, has no logical dependency on the Internet or the Public Switched Network (PSN). As a result, if either the Internet or PSN suffer disruptions, the CWIN will not be affected. CWIN provides 24x7 alert and notification capability. In the event of a cyber attack, it ensures coordinated and synchronized response across the entire network.

The CWIN:

The National Communications System (NCS) developed the CWIN to provide dependable dissemination of time-sensitive warnings of threats or attacks against our Nation's critical telecommunications and data infrastructures.

CWIN provides voice and data over a private network environment that is protected from the network disruptions possible with the PSN. The network incorporates redundant and diverse routing where possible and will include back-up network management controls and equipment.



CWIN Critical Sectors.

Mission Statement

"The mission of the CWIN is to facilitate immediate alert, notification, sharing and collaboration of critical infrastructure and cyber information within and between Government and industry partners."

CWIN Equipment

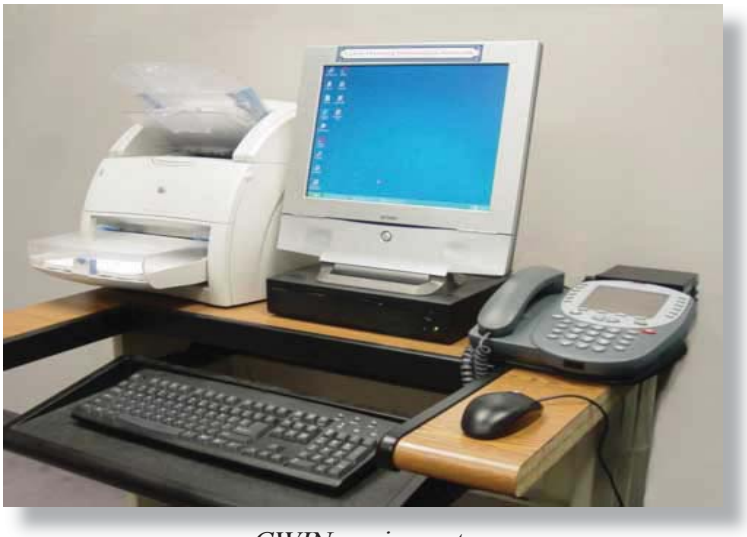
While a lot is happening behind the scenes to make your CWIN experience secure and useful, your personal CWIN desktop environment has been designed to ensure you have the most effective tools possible in accessing and using its critical services. Depending on your site's particular requirements, your CWIN hardware may consist of a thin client desktop and monitor, IP Phone, and laser printer. CWIN equipment includes a Thin Client appliance with an 800 MHz processor, PC133 SDRAM memory, an AGP 2x compatible video processor (for VTC), packed inside its 8.5" x 12" x 2.5" casing. Your Avaya 4620 IP Phone features a large screen graphic display (168 x 132

"...your personal CWIN desktop environment has been designed to ensure you have the most effective tools possible..."

pixels), along with standard features including speaker, mute, hold, volume control, conferencing, call transfer, redial, speed dial, call log, caller ID, and voice mail. Finally, your Hewlett Packard HP 1220 laser printer provides 15 pages per minute at 1200 x 1200 dpi resolution (black only), compatible with the full array of standard office media sizes, including letter, legal, tabloid, executive, statement, and cards. The 1220 has 72 MB of memory, 250 sheet storage capacity, and is connected via an IEEE 1284-compliant bidirectional parallel, 2.0 compliant USB port.

Components

- Desk Top Unit: Thin Client appliance
- Router: Cisco 2621
- Modem: Paradyne 9126
- IP Phone Set: Avaya 4620/4602SW
- Printer: Hewlett Packard HP 1220
- Monitor: Nfren 15" flat screen LCD
- Keyboard
- Mouse



CWIN equipment.

Standard Operating Procedures Distributed

In late July, all CWIN members received a copy of the Standard Operating Procedures (SOP) for CWIN. A copy of the SOP will be sent to all new users via CWIN as each member comes on board. The SOP contains an acknowledgment receipt and understanding and training guidelines. Please return the third page of the SOP, signed and dated, to the CWIN Program Manager, National Communications System, 701 S. Courthouse Rd., Arlington, VA, 22204-2198.

The SOP details the responsibilities of CWIN membership, outlines the classification and treatment of information, explains the different categories of reports, and discusses the password policy.

The appendices include other information that may be useful, including a summary of the monthly testing, a check list for notifying CWIN members of a potential vulnerability, and the procedure for participating in a CWIN Significant Events Conference.

Please take time to read and understand the SOP and return the signature page as soon as possible. If you have any comments about the SOP, please forward them to the NCS CWIN Program Manager via CWIN.

Frequently Asked Questions

Q. When I try to connect to the server, I get the message, "There is no route to the specified subnet address". Why can't I connect?	A. There is no physical connection between your terminal and the server you are attempting to connect to. First, check the network cable connection to the back of the terminal and to the wall. If the problem persists, it may be either a problem with the terminal or the circuit. Contact the CWIN SMC.
Q. How do I turn the terminal off when I am done with it?	A. First, if you are logged onto the server, go to the start menu, and select "Log Off". After having logged off, simply press the power button on the terminal. It should take a few minutes, but it will power itself down. The monitor must be turned off separately.
Q: How do I connect to the server once the terminal is on?	A: Click the "ICA Connection" button at the bottom-left corner of the screen.
Q: After I log onto the server, I get a message that says "You do not have the required encryption level to access this session", and I get booted off. What does this mean?	A: This means your connection is not set to utilize 128-bit encryption. Contact the CWIN SMC to open a trouble ticket. The network administrator will have to 'reflash'.
Q: After I log onto the server, I get a message that says, "Your password expires in 14 days. Do you want to change it now?" Why is my password going to expire?	A: For security purposes, passwords must be changed on a regular basis.
Q: I'm trying to send an e-mail to an associate at another Government agency but my e-mail will not go through. What is the problem?	A: Your terminal is connecting to a closed-end network. There is no link to the Internet, and that makes it impossible to e-mail anyone outside of the network. This is for security reasons.

Monthly Tests

Keeping the CWIN's capabilities available to its fullest potential requires continuous monitoring and assessment of CWIN. As reported in the CWIN User Manual, various aspects of the network are checked on a regular basis.

When the Network Administrator tests each CWIN connection to members once a month, testing includes issuance of a test e-mail, sent by NCS, to each CWIN participant. The recipient merely needs to acknowledge receipt of the e-mail within a 24 hour period. The VoIP portion is also tested monthly when the Network Administrator places a phone call to each phone. When the phone is answered, the Network Administrator can evaluate the line and voice quality. Various other tests and audits are performed on the system by the Network Administrator, and do not involve individual CWIN members.

Checklists are used to record the results, which are then published in monthly reports, and any issues are assessed and addressed as needed. CWIN users are an important component of the testing process and are valued resources in keeping the network performing at its peak.

Service Management Center (SMC)

Hours of Operations

The Service Management Center (SMC) is dedicated to providing the finest service available. Its experienced staff of associates implements and manages complex and varied telecommunications solutions 24 hours per day, 7 days per week, 365 days per year, providing assistance to clients via a toll free number and e-mail.

Skill of Staff

SMC associates address connectivity and network issues promptly, providing excellent, knowledgeable service to clients. The center is manned with highly skilled employees averaging 10 years of experience in provisioning, implementing, testing, and full life-cycle management of both satellite and terrestrial circuits. Its engineers and other senior technical personnel provide a seamless internal escalation path. Senior Engineers are always available, ensuring the fastest resolution possible.

24/7 Help Desk

1-877-441-9330

What's Coming

The SMC is constantly improving its network management processes, software, and hardware. It is planning the addition of software to enhance the monitoring, visibility, and proactive troubleshooting capabilities as well as to automate and expedite return to service with auto-ticket/notification ability. It also plans to update service by providing a view into incident reports via a web portal. This will allow the convenient and real time tracking of incidents through return to service.

SMC personnel attending a CWIN terminal.

CWIN Website

NCS has recently published a website on the CWIN network. Please refer to the site for more information about the program and the network. There you will find the latest news, general CWIN information, and help resources. To access the site, just logon to CWIN and click the Internet Explorer icon.

National Communications System

CWIN Program Manager
Phone: 1-866-NCS-CALL (1-866-627-2255)
Internet: www.ncs.gov
E-mail: info@ncs.gov

National Communications System
Department of Homeland Security
Information Analysis and Infrastructure Protection Division
701 S. Courthouse Rd., Arlington, VA, 22204-2198

Important Dates

Monthly Tests - 3rd Monday of each month

Technical Support: Service Management Center (SMC)

VoIP Phone Ext: 4357 (HELP)
Phone: 877-441-9330 (toll free)
E-mail: smc@ags-inc.us
CWIN E-mail: ncc.help